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C.1 GENERAL

The United States Army Garrison, Hawaii Directorate of Logistics (DOL) conducts operations daily to provide services for mission commanders, Soldiers, civilians, and family members; and support the installation's transformation to a UET Divisional organization with a Stryker Brigade Combat Team. The DOL is a results-oriented, customer-focused organization that provides the best services in the Army. The support contractor maintains and sustains this level of services.

The performance of the requirements of this Performance Work Statement (PWS) will be evaluated on the Contractors quality of execution, the timeliness of execution and the efficiencies of execution. Metrics and performance standards are imbedded throughout this PWS. The expectation of the Government is that the Contractor will meet the established metrics and performance standards for all functional areas of the DOL. Additionally, the Government expects the Contractor to be a proactive partner in providing quality services to the customers of the United States Army Garrison, Hawaii DOL.

C.1.1 SCOPE OF WORK

The Contractor shall provide logistical support services for all organizations, subordinate units, non-USARPAC activities and respective military organizations, to include the Active Army, United States (U.S.) Army Reserves, U.S. Army National Guard, Reserve Officer Training Corps (ROTC), Junior ROTC, and all U.S. Army, Pacific (USARPAC), U.S. Army, Hawaii (USARHAW), 25th ID(L) and organizations (assigned, attached or tenant), within the Hawaii geographic area of responsibility IAW Army Regulation (AR) 5-9, Area Support Responsibilities and USARPAC Supplement (Suppl) 1 to AR 5-9 as identified in Section C.7, TE C.1-1, Inter-service Support Agreements (ISA), and Memorandums of Understanding (MOU) as identified in Technical Exhibit (TE) XXX.

The contractor shall surge capabilities (if required) to meet transformation requirements and / or 24 hour operations associated with tasked missions or contingencies, and provides appropriate support wherever and whenever required (to include Pearl Harbor Port, Hickam AFB staging area, etc.) in compliance with 25th ID(L) & USARHAW RSOP and the 45th Corps Support Group (CSG) (F) Contingency Operations Plans. The Contractor shall adequately plan for and execute missions becoming operational and executing tasks within the time frame specified by the Contracting Officer or COR / designated Government representative.

The major functional areas of DOL operations and support under this PWS are:

Supply Support Activity

TISA

Munitions

IPBOTransportationMaintenancePTA Support

The Contractor's regular duty hours are 0700 to 1600, five days per week, excluding Federal holidays unless directed otherwise in Section C.5. The Contractor is available on a 24 hours-a-day basis to meet emergency requirements as required by the Government. The Contractor provides emergency home and cellular contact telephone numbers for key personnel when they are not on site. Designated key personnel are the Project Manager (PM), Alternate PM and each functional area supervisor; i.e. Maintenance, Supply and Services and Transportation. Overtime, emergency requests for additional hours and changes to working hours are based on mission requirements / workload. The PM or Alternate PM (acting in the absence of the PM) are the only individuals authorized to change work hours and / or approve overtime schedules based on prior consultation with, and concurrence of, the COR. No overtime is performed without appropriate approval.

C.1.2 CONTRACTOR PERSONNEL**C.1.2.1 PROJECT MANAGER**

The Contractor shall designate, in writing to the Contracting Officer or designated representative(s), a Project Manager and Alternate PM (as an additional duty) who are on site on the transition start date and throughout the term of the contract. These personnel shall be authorized to act on behalf of the Contractor for all matters relating to this contract except where prior written notice is provided to the Government regarding any limitations on their ability to bind the Contractor to changes/adjustments. The PM shall be responsible for the overall management and coordination of work required under this contract and act as a central point of contact (POC) with the Government. The PM, or the Alternate PM, shall be on duty at Schofield Barracks and available from 0700 to 1600, Monday through Friday excluding Federal holidays. Either the PM or Alternate PM shall be present when contract work is performed at times other than described above. The PM or Alternate PM is required to attend briefings, conferences, and other Government designated meetings. The PM shall possess a minimum of 10 years or more of proven / seasoned Army multifunctional logistics management experience, strong interpersonal relationship skills, and has, or is capable of obtaining, a Department of Defense (DOD) Secret clearance. The Alternate PM shall be also capable of obtaining a Secret clearance with the other PM requirements desired but not mandatory.

C.1.2.2 CONTRACTOR PERSONNEL

The Contractor shall furnish supervisory, administrative, and direct labor personnel to accomplish all work required. The Contractor shall not hire any person whose employment results in a conflict of interest under the Procurement Integrity Act or other applicable laws or regulations. Personnel employed to provide the services described herein shall be competent in the performance of such services. These personnel shall be on duty at their respective work areas during the hours of operation of each major function as presented in Sections C.5 through C.10. The Contractor shall identify a back-up / alternate representative for each major functional area supervisor (key person). The identified back-up representative shall be fully capable of acting and supervising on behalf of, and in the absence of, the principal.

The Contractor shall furnish the complete name, address, Social Security Number, date of birth and duty phone number of each employee engaged in performance of this contract, together with such data as the Government may deem necessary to establish the identity of each employee

having access to Government sites, buildings or facilities at the installations in accordance with (IAW) (CDRL C.1-1), Contractor's Personnel Appointments). In the event of a change in employees, the Contractor shall advise the Contracting Officer or designated representative(s) of the change and furnishes in writing, within five working days after the change, the same information as stated above. For the purpose of this contract, the term "Contractor employee(s)" applies to all Contractor employees and Subcontractor employees performing work under this contract.

C.1.2.3 EMPLOYEE QUALIFICATIONS

Contractor employees shall be trained, qualified, certified or licensed under the requirements specified in individual sections of the PWS prior to starting work. The Contractor maintains records of training qualifications, certifications and licenses. The Contractor also shall maintain its work force in such a manner as to ensure employees remain fully qualified. The Contractor shall employ only persons able to speak, read, write, and understand English for those positions requiring interaction with Government personnel, and/or where English is used or essential to provide the product, or record data, information, or service. The Contractor shall ensure that Contractor employees comply with Certification and Licensing requirements applicable to their work under this contract.

C.1.2.4 TRAINING PROGRAM

The Contractor shall develop and submit to the Contracting Officer or designated representative(s), during Phase-In, an initial training roster (CDRL C.1-2) and a training program that ensures all Contractor personnel are trained to at least the minimum standards required by the Government in this contract. The training program, at a minimum, shall address areas of qualification, certification, sustainment and on-the-job (OJT) training.

C.1.2.5 EMPLOYEE SECURITY CHECKS

Only US Citizens are eligible for a security clearance. Clearances are not granted to non-US citizens. Secret security Clearances for the PM and Alternate PM are required while clearances for other personnel are acquired on an "as needed" basis. The Contractor shall obtain COR / designated representative approval before seeking any security clearances for its personnel. The contractor shall execute SF 86, Security Clearance Application within 1 week of approval or directive to seek clearance.

Employees of the Contractor who perform work under this contract may undergo a background check of police records at the discretion of the Government. The list provided to the Contracting Officer or designated representative(s) IAW paragraph C.1.2.1, above, may be utilized by the Government to accomplish the background records check. The Government retains the right to exclude any Contractor employee from performance of duties under this contract if a records check reveals sufficient information to consider that employee a security risk. The exclusion of an employee for security reasons does not relieve the Contractor from performance of the services required under this contract.

A security check is required for the following tasks:

- Personnel involved in contingency/exercise/deployment/mobilization operations and scenarios.
- Personnel handling classified materials or documents.
- Repairmen required opening of safes and containers that store classified data.
- Personnel repairing Communication Security Equipment, DS/GS level.

- Personnel involved with Automated Information Systems (AIS).

C.1.2.6 EMPLOYEE IDENTIFICATION

Contractor personnel must be recognizable as such while on Military Installations receiving support under this contract. Employees will be processed IAW XXXX and those qualified receive a Government issued Civilian Access Card (CAC). All employees must wear identification badges in a conspicuous place on the exterior clothing except when safety or health reasons prohibit. Lost, damaged or stolen Government CAC cards shall be reported to the Government COR and Provost Marshal's office within 24 hours of known occurrence. The Contractor shall initiate an immediate investigation to determine whether negligence or criminal activity was involved on the part of the respective employee. If investigation reveals criminal or negligent behavior, the Contractor shall take swift disciplinary action and / or reports its findings to the appropriate military / civilian authorities within 2 hours. In cases where negligence or criminal activity is not suspected, the Contractor shall initiate prompt action within 48 hours to obtain new CAC identification card. Regardless of the outcome of the investigation, the Contractor, upon completion, shall report final case disposition to the COR within 24 hours.

C.1.2.7 EMPLOYEE CONDUCT

The Contractor shall ensure that Contractor employees are well-groomed, neat in appearance and dressed in the appropriate clothing for their respective work assignments. Contractor employees shall not wear any clothing that is part of or appears to be a military uniform. Contractor clothing shall not have any markings that is offensive or vulgar.

Any employee identified as a substance abuser through testing or other means is removed from the worksite within 1 hour of identification / confirmation. Refer to Federal Acquisition Regulation (FAR) clauses pertaining to maintenance of a "drug-free workplace" elsewhere in this contract for further requirements regarding substance abuse. Contractor employees shall observe the Tobacco Control requirements contained in AR 600-63, Tobacco Control whenever performing services in, or visiting, governmental facilities or buildings.

Government rules, regulations, laws, directives and requirements that are issued during the contract term relating to law and order, administration and security on the installations are applicable to all Contractor employees or representatives who enter the installations or who travel in Government vehicles. The Contractor shall report known violations to the designated Government representative and Provost Marshal's office within 24 hours of occurrence. The Contractor shall initiate its own immediate internal investigation to determine whether negligence or criminal activity was involved on the part of the respective employee(s). If investigation reveals illegal or negligent behavior, the Contractor shall report its findings to the COR and appropriate military / civilian authorities within 2 hours. Violations of rules, regulations, laws, directives or requirements are grounds for removal (permanent or temporary, as the Government determines) from the work site. Regardless of the outcome of its investigation, the Contractor, upon completion, shall report final case disposition to the COR within 24 hours.

C.1.2.8 PHASE-IN

During Phase-In, the Contractor shall prepare to assume full responsibility for all areas of operation IAW the terms and conditions of this contract. The Contractor shall take all actions necessary for a smooth transition of the contracted operations. The Government will make all facilities and equipment available to the Contractor for a period of approximately 60 days prior to the commencement of work for observation and for Phase-In requirements of this contract. During the Phase-In period, the Contractor, at a minimum shall:

1. Establish a Project Management Office.

2. Obtain all required certifications and clearances.
3. Perform all joint inventories and inspections and signs for Government-Furnished Property (GFP) and equipment, as well as Government-Furnished Facilities (GFF).
4. Develop and submits any required deliverables.

C.1.3 STANDARD SPECIFICATIONS AND REFERENCE STANDARDS

Work under this contract shall comply with the regulations, laws, standards, codes and other directives listed in **Section C.11**. All the Regulations, Laws, Standards, Codes and other directives listed in **Section C.11** are mandatory for purposes of this contract unless otherwise specified as advisory. In the absence of a specific designation to the contrary, any reference made to any standards, permit, law, regulation or other directive is understood to refer to the latest edition in effect. For the purposes of this PWS, "specifications" means codes, standards, regulations, manufacturer's specifications, and laws.

C.1.4 WORKLOAD ADJUSTMENTS

Workload increases and decreases may occur during the course of this contract. The workload information displayed in the Technical Exhibits (TEs) is provided to assist offerors in their proposals and does not necessarily reflect the level of effort required to support the DOL mission at the contract performance start date. Variances in workload are expected and will not result in modifications to the contract unless the effect of the variance is substantial in terms of an impact on the estimated cost of the contract.

C.1.5 QUALITY CONTROL (QC) SYSTEM

The Contractor shall implement and maintains a documented QC system that identifies and results in correction of potential and actual problem areas throughout the entire scope of this contract. The QCP shall be implemented on the first day of contract performance. The Contractor shall provide three updated/revised copies to the Contracting Officer or designated representative(s) five working days prior to any planned change, subject to Government acceptance IAW **(CDRL)**. The Government's expectation is that the Contractor's QC system will be proactive and structured as to identify and preempt failures to meet performance metrics and standards. The Contractor's QC system shall:

1. Be structured to assure the individuals responsible for and those that execute the QC program are independent from any other parts of the Contractor's organization. The use of Contractor personnel supervising performance or performing the requirements as a QC asset is unacceptable.
2. Ensure the QC Manager has direct accountability to the Contractor's top management level above the position of the PM.
3. Contain procedures of written and verbal communication with the Government regarding performance of the contract.
4. Contain procedures for making corrective action without dependence upon Government direction.
5. Contain, as a minimum, specific compliance audit procedures for each contract service identified in this PWS. These audit procedures shall identify who will perform the audit, the frequency, the method, listing of areas under audit, and corrective actions that is taken to correct Contractor identified deficiencies.
6. Include a monthly audit report submitted to the COR describing the audits performed by functional area, corrective and / or preventive actions executed, etc. The report shall be a

details oriented requirement; i.e., simple numbers will not suffice. The Contractor shall provide the report to the COR within 5 workdays after the end of the month (EOM). See (CDRL).

7. Include a monthly customer feedback report provided to the COR within 5 working days of the EOM as well as a customer complaint system for correction of validated complaints. At a minimum, the customer complaint system shall contain procedures for the customer to file complaints with the Contractor, forms utilized by the customer, procedures for investigation of the complaint, and feedback (interim or final) to the customer and the Government on the results and actions taken on the complaint within 5 working days.
8. Maintain records of all Contractor QC checks and corrective actions. These files shall be maintained by the Contractor throughout the term of this contract and are available to the Contracting Officer or designated representative(s) during the term of this contract. The Contractor shall retain QC files for not less than one year after completion or termination of contract.
9. Emulates the principles of ISO 9000.

C.1.6 PROPERTY / FACILITY CONTROL AND WARRANTY ACTIONS

C.1.6.1 PROPERTY CONTROL SYSTEM

The Contractor shall implement and use a system describing management of GFP (to include accountability and maintenance of real property) throughout the entire duration of the contract. The Contractor shall provide updated/revised copies to the Contracting Officer or designated representative(s) five working days prior to any planned change (subject to Government acceptance). The Contractor's PCS shall:

1. Address overall GFP management and administration IAW FAR Part 45.
2. Contain methods of communication between the Contractor's representative and Government. Methods employed shall include both written and verbal communication.
3. Contain, at a minimum, specific surveillance techniques/procedures for the accounting, utilization, protection, storage and disposal of GFP.
4. Maintain records of all Contractor surveillance inspections and corrective actions related to GFP. This file shall be maintained by the Contractor throughout the term of this contract and shall be available to the Contracting Officer or designated representative(s) during the term of this contract.
5. Be structured to assure procedures relating to GFP are independent from other parts of the Contractor's written directives.
6. Provide for direct accountability of the Contractor's top management.
7. Establish adequate controls to ensure that Government property and assets are safeguarded against fraud, waste, abuse or misappropriation.
8. Provide for a method of reimbursing the Government for loss or damage to GFP caused by willful neglect, abuse or intentional actions by the Contractor's employees or subcontractors.
9. Ensure all AIS are accredited and loaded with current virus detection software within 24 hours of availability.

C.1.6.2 WARRANTIES

C.1.6.2.1 WARRANTY RECORDS

The Government will provide the Contractor with records of all Government-owned property / facilities, vehicles and equipment that are under warranty and used, managed, or supported under this contract. Records identify the item, the nature and expiration date of the warranty, and the name and location of the firm to contact about entitlement under the warranty. The Government will maintain a record copy of all warranties.

C.1.6.2.2 WARRANTY ENFORCEMENT

The Contractor shall enforce warranties. The Contractor shall expend no funds for maintaining equipment under warranty unless approved / directed by the Government Property Administrator (GPA) / designated representative. The Contractor shall inform the Government of difficulties encountered in the enforcement of warranties and of instances in which the costs of enforcement exceed the benefits derived. The Contractor shall inform the Government of items requiring work covered by a warranty. The Contractor shall repair warranty items without recourse to the warranty if:

1. The failure or defect results from Contractor abuse, or from improper or inadequate Contractor maintenance, as determined by the Contracting Officer or designated representative(s).
2. The Contracting Officer or designated representative(s) directs such repair.

The Contractor shall comply with standard Army execution and warranty claim action reporting programs as defined in AR 700-139, Army Warranty Program: Concepts and Policies and Department of the Army Pamphlet (DA Pam) 738-750, Functional Users Manual for The Army Maintenance Management System (TAMMS).

C.1.7 MEETINGS

C.1.7.1 PERFORMANCE EVALUATION MEETINGS

The Contractor's PM shall be required to meet at least weekly with the Contracting Officer or designated representative(s) during the first month of the contract. Thereafter, meetings occur as often as necessary determined by the Contracting Officer or designated representative(s). Minutes of each meeting shall be prepared and distributed to the attendees of the meeting by the contractor within 3 working days after the meeting.

C.1.7.2 OTHER MEETINGS

The Contractor shall participate in other scheduled and unscheduled meetings, as required by the Government, to provide effective communication and impart necessary information. The Contractor shall participate in meetings with local, State and Federal agencies and their representatives and other contractors as required by the Government.

C.1.8 SAFETY PROGRAM

The Contractor shall conduct operations in strict conformance with all garrison safety regulations; the Occupational Safety and Health Act, and applicable provisions of 29 Code of Federal Regulation (CFR), Part 1910, Occupational Safety and Health Standards. Upon commencement of work under this contract, the Contractor shall implement a suitable safety program for employees performing work under this contract. The safety program shall be in writing and a copy of this safety program is furnished to the Contracting Officer or designated representative at least five days prior to contract performance start date. In addition, the contractor shall provide the Personal Protective Equipment required for each position.

Immediately after a job connected injury in which no one is critically injured or someone is hospitalized, the Contractor shall prepare an Army incident or accident report within 24 hours verbally, followed-up with the written report within 5 working days. This is also done if there is damage to U.S. Government or Army property. If the injury is to only contractor personnel, the contractor shall write in one inch letters across the top of the report, "Injury to Contractor Personnel." This report shall be routed through the Contracting Officer or designated representative to the Garrison Safety Officer. Any technical advice and assistance necessary for reporting and investigating accidents is requested from the Safety Director through the Contracting Officer or designated representative. The Contractor shall submit to the Contracting Officer or designated representative a Federal Occupational Safety and Health Administration (OSHA) 200 log of occupational injuries/illnesses on the tenth of each month. (See CDRLXX)

The Contractor shall ensure all contractor personnel are familiar with and are ready to comply with the 25 ID(L) & USARHAW Disaster Preparedness Operations Plan especially the Flood Checklist, the High Wind Checklists, and the Tropical Cyclone Checklists used to implement specific actions to protect personnel and equipment.

C.1.8.1 GENERAL SAFETY PROVISIONS

The Contractor shall implement and maintain a safety program for preventing accidents and preserving the life and health of Contractor and Government personnel involved in performance of the contract or receiving services provided under the contract. The Contractor's Safety Program shall fully comply with the provisions of AR 385-10, The Army Safety Program and all Federal or State laws. The stricter requirement applies in cases where standards conflict. The Contractor shall provide and documents initial and quarterly instructions to enable Contractor employees to conduct their work in a safe manner and to recognize and report hazardous conditions. Documented instructions are provided to the COR / designated representative 3 working days prior to publishing. (See CDRL)

Initial safety instruction shall be conducted as a part of new employees in-processing. These instructions shall include safe practices, proper use, care and maintenance of tools and equipment and known hazards in work areas. The Contractor's Safety Program shall include provisions for:

1. Reporting Contractor employee accidents and injuries to the Contractor's Project Management Staff and the Government IAW AR 385-40, Accident Reporting and Records.
2. Maintaining reports on accidents, safety inspections and investigations.
3. Inspecting and surveying Contractor's work areas for potential safety hazards.
4. Furnishing Contractor employees' protective equipment and safety devices.
5. Providing required safety training to Contractor personnel.
6. Developing and implementing procedures and practices that minimize accident risk.
7. Notifying the Safety Office and COR of planned visits, investigations and corrective actions required by Federal, State of Hawaii, or local safety agencies within 24 hours of confirmation / awareness.

C.1.8.2 IDENTIFICATION OF SAFETY HAZARDS

The Contractor shall make available to Contractor employees in their work areas Department of the Army (DA) Form 4755, Employee Report of Alleged Unsafe or Unhealthy Working Conditions. Hazards the Contractor is contractually bound to fix are corrected within 24 hours. If a hazard cannot be corrected within that time frame, the form shall be sent to the Contracting Officer with the steps required for correction and the time frame in which these steps are to be completed. For any safety hazard the Contractor is not contractually bound to correct, the

Contractor shall submit the completed DA Form 4755 to the Contracting Officer or designated representative within 24 hours after receipt from Contractor employees.

C.1.8.3 REPORTING SERIOUS ACCIDENTS

The Contractor shall telephonically report serious accidents immediately (but NLT 30 minutes following a Government vehicle or personnel accident) to the COR / designated representative and Safety Officer (or Staff Duty Officer (SDO) after duty hours). Loss, Damage and Destruction (LDD) Report shall be due to the COR / designated representative within 5 days following the accident.

Serious accidents are defined as:

1. One or more lives lost.
2. One or more persons critically injured.
3. Five or more persons hospitalized due to one incident.
4. Property damage estimated to exceed \$10,000.
5. Fire causing major damage to structures, equipment or vehicles.
6. Explosion.
7. Interruption to operations when estimated to exceed 24 hours.

C.1.8.4 ENVIRONMENTAL

The Contractor shall appoint an Environmental Compliance Officer (ECO) and an alternate ECO in writing during Phase-In. The Contractor shall provide copies of the appointment orders and resumes for the ECO and Alternate ECO to the DOL within seven days of the appointments. The Contractor shall arrange with the Directorate of Public Works (DPW) for mandatory training of the ECO and the alternate ECO. This training shall be accomplished prior to contract performance start date. The ECO, and the alternate ECO when acting on behalf of the ECO, are responsible for ensuring that all Contractor operations comply with Federal, State, Army, and local environmental regulations.

The Contractor shall ensure the proper handling, moving, storage, and disposal of hazardous waste in compliance with applicable environmental laws and regulations.

C.1.8.4.1 SERVICE PLAN

The Contractor shall submit a service plan for hazardous waste minimization to the Contracting Officer or designated representative for review within thirty days after contract performance start date, IAW Executive Order (EO) 13101, Federal Compliance with Pollution Control Standards and AR 200-1 (Environmental Protection and Enhancement). In developing the plan, the Contractor shall consult and cooperate with the DPW Environmental Branch and any other appropriate agency or organization.

C.1.8.4.2 INVENTORY AND STORAGE

The Contractor shall properly inventory, store, handle and package all HAZMAT to include ammunition and radiological items. Tactical vehicle drip pans shall be used and properly positioned. Hazardous and universal waste generated as a by-product of the Contractor's operations or as a result of providing a service (e.g. fuel dispensing) shall be properly handled and placed in designated accumulation areas.

C.1.8.4.3 HEALTH PROMOTION AND PREVENTIVE MEDICINE

The Contractor shall support the Medical Department Activity (MEDDAC), OSHA and U.S. Army Center for Health Promotion and Preventive Medicine (USACHPPM) during surveys, special investigations, and management reviews in the areas of noise, HAZMAT/wastes, solid waste, air quality, ecology, radiation, pest management, and industrial hygiene.

C.1.8.4.4 RADIATION PROTECTION PROGRAM (RPP)

The Contractor shall implement and maintain a RPP, develops Standard Operating Procedures (SOP) to provide guidance for radiation workers in maintenance, supply, and transportation; appoints a Local Radiation Protection Officer (LRPO) and an alternate, appoint a member to the Installation Radiation Protection Control Committee (IRPCC), provide RPP training IAW regulations and BML for radiation workers and LRPO, reports accidents/incidents, ensures controlled areas are posted and secured, perform surveys and wipe tests of maintenance and storage areas, and conduct inventories of RAM.

C.1.8.4.5 EMERGENCY EQUIPMENT

The Contractor shall maintain a stock of emergency equipment, personal protection equipment and supplies for spill containment in locations where HAZMAT are stored or handled.

C.1.8.4.6 COMPLIANCE

The Contractor shall comply with the Resource Conservation and Recovery Act (RCRA), the Clean Air Act (CAA), the Clean Water Act and the Comprehensive Environmental Response Compensation and Liability Act (CERCLA) and all other applicable Federal, State and local environmental laws and regulations to include:

1. The Federal Facility Compliance Act
2. EO 13101, Federal Compliance with Pollution Control Standards
3. AR-200-1 Environmental Protection, and Enhancement

C.1.9 CONTRACTOR FURNISHED BUDGET AND COST DATA

The Contractor shall establish, operate, and maintain a budget and cost data reporting and accounting system that identifies, tracks, and reports all contractor work and related costs incurred for each functional area in the cost proposal. The purpose of this requirement is to provide accurate and timely data as to the specific cost incurred and any contract related liabilities that will result in a future reimbursable cost to the Government. The Contractor shall:

1. Provide a monthly Budget Cost and Variance Analysis (BCVA) Report for each of the functional areas in the cost proposal using the format **at (CDRL)**.
2. Track and report in the BCVA accrued cost liabilities (i.e., those incurred cost that are not submitted during the invoicing period but will be submitted in a future invoice).
3. Upon request by the Contracting Officer or Designated Representative, provide additional cost, allocation information, cost estimates/projections, and other cost reports as required.
4. Upon request by the Contracting Officer or Designated Representative, provide government access to the Contractor's cost reporting and accounting system.

C.1.9.1 ACTIVITY BASED COSTING (ABC) WORKLOAD DATA

The Contractor shall collect monthly workload data and forwards it to the COR/designated representative (and in the format specified by the Government) within 48 hours of the EOM. **(CDRL)**

C.1.9.2 SERVICE BASED COSTING (SBC)

The Contractor shall provide the COR with Service Based Costing (SBC) data, by Federal Fiscal Year (1 Oct – 30 Sep), as shown (CDRL) The Contractor shall maintain supporting documentation for future audits by the Government and provides the documentation to the COR within 10 working days following request.

C.1.10 POST SECURITY AND CONTROL

C.1.10.1 GATE CONTROL

Contractor personnel entering all supported installations must have a valid vehicle decal and CAC card to enter the installations. The Contractor shall ensure that contract personnel obtain valid vehicle decals and CAC cards prior to commencement of work. Vehicles and personnel are subject to search and delays.

C.1.10.2 CONTRACTOR-OWNED VEHICLES

Contractor-owned vehicles operated on supported installations must comply with appropriate provisions of Section C.4 of this PWS. The Contracting Officer or designated representative can grant exceptions to this requirement for vehicles that are readily identifiable as special-use vehicles as opposed to general transportation vehicles. Proper state registration, proof of insurance and a valid driver's license are required to operate a privately owned vehicle on the installations.

C.1.10.3 INTERFACE WITH INSTALLATION STAFF DUTY OFFICER (SDO)

The Contractor, at the start of the contract performance, shall furnish the Contracting Officer or designated representative and Emergency Operations Center (EOC) the name, telephone number and address of the employee(s) to be contacted during other-than-regular duty hours in an emergency. The Contractor allows the SDO access to Contractor-operated facilities.

C.1.10.4 TERRORIST THREAT REPORTS

The Contractor shall report terrorist or bomb threats IAW XX Reg within 10 minutes to the 911 emergency dispatcher with a subsequent report to the Contracting Officer or designated representative.

C.1.10.5 SECURITY PROGRAM

C.1.10.5.1 IMPLEMENTATION AND MAINTENANCE

The Contractor's PM and Alternate PM must have Secret Clearances. The Contractor shall implement and maintains a security program for control of all classified materials, documents or records. The Contractor's security program includes provisions for:

1. In the event of mobilization, receiving, storing, disseminating, transmitting, transporting and protecting items classified as Secret by the Government IAW AR 380-5, Department of the Army Information Security Program. The Contractor has no involvement with any items classified above this level.
2. Recruiting, hiring and separating from service Contractor personnel for security matters.
3. Obtaining Contractor personnel security clearances.
4. Documenting and reporting actual or potential security problems.
5. Initiating proper procedures to correct documented problems and implementing corrective procedures in the Contractor's or designated representative's security program.
6. Developing an internal Security SOP for submittal to the Contracting Officer / designated

representative for review on contract performance start date.

C.1.10.5.2 GENERAL SECURITY REQUIREMENTS

Security requirements are set forth in DD Form 254, Department of Defense Contractor Security Classification Specifications. Requests for security clearances of Secret are submitted to the Defense Industrial Security Clearance Office (DISCO), P.O. Box 2499, HBTD, Columbus, Ohio 43216. The Contractor shall submit security clearance requests IAW DODD 5200.2-R, DOD Personnel Security Program, and DODD 5220.22, DOD Industrial Security Program. A minimum of six months is required for the DISCO to receive, process and respond to any requests for a security clearance for Contractor employees performing tasks in this PWS. The PM and Alternate PM must have clearance to Secret level.

C.1.10.5.3 KEY CONTROL

The Contractor will be provided keys to Contractor-occupied Government-furnished facilities (GFF). The Contractor shall establish and implement a key control system that prevents the loss, duplication or use of keys by unauthorized persons. The Contractor shall report all occurrences of lost or compromised keys verbally to the GPA / designated representative within one hour following the discovery of the loss or compromise. The Contractor shall submit a written report to the Contracting Officer or designated representative within 24 hours describing investigation results and corrective action taken to prevent recurrence. An LDD is submitted within 5 workdays for damaged or lost equipment and / or damaged facilities. The Contractor shall conduct an internal investigation to determine the cause and fix applicable problems. The PCS shall address procedures for key control to include the above mentioned requirements and addresses any functional area peculiar requirements encompassing supply, maintenance and transportation.

C.1.10.5.4 ALARMS, LOCKS AND INTRUSION DEVICES

The Contractor shall ensure all alarms are in working order and reports any discrepancies / failures within 15 minutes to the MPs and DPW Service Order Desk. The Contractor shall establish compensatory measures in the event of an Alarm/Intrusion Detection (IDS) failure including notification to Military Police. Arms, ammunition, and explosive storage facilities without on operational IDS require 24 hour posting of an armed guard to maintain constant surveillance of the affected facility. Facilities not requiring an armed guard must have personnel maintain continuous surveillance of the affected facility. The Contractor shall submit a DA Form 4283, Facilities Engineering Work Request, to the Directorate of Public Works (DPW) for installation/repair/service. The Contractor shall ensure that combination locks in security holding areas are changed IAW AR 380-5 and Technical Bulletin (TB) 380-41. The Contractor shall ensure keys to the intrusion detection systems are protected and secured as required in applicable regulations and directives. The Contractor shall maintain and provide the COR with a master list of persons authorized access to this system as part of the Physical Security Plan. The Contractor shall provide an updated list to the COR as changes in Contractor's authorized personnel occur.

(See CDRL)

C.1.10.6 GOVERNMENT FILES

Government-furnished classified and unclassified files in existence at the contract performance start date and those generated under this contract are maintained according to AR 25-400-2, Army Records Information Management System (ARIMS) or other applicable regulations listed in Section C.6. Files shall be transferred to the Government upon completion of the retention period or last day of contract performance, whichever comes first. Such files are the property of the Government. The Contractor will provide security of classified documents IAW AR 380-5,

Department of the Army Information Security Program and DODD 5200.1-R, National Industrial Security Program Operating Manual.

C.1.11 CONTRACTOR PLANNING AND CONTROL DOCUMENTS

C.1.11.1 GENERAL

Full spectrum Military operations are complex, uncertain and unpredictable endeavors that demand a flexible approach to planning that adapts planning methods to each situation. The Contractor anticipates requirements and creatively employs intuition, insight, initiative and flexibility in all its planning efforts to support military operations. The Project Manager shall utilize the processes and tools delineated in FM5-0 (Army Planning and Orders Production) to standardize planning techniques, facilitate common processes and enhance coordination with the Government. Furthermore, the Contractor shall employ the problem solving techniques delineated in FM 5-0 to create a standardized, systematic approach to define and analyze problems, develop and analyze possible solutions, choose the best solutions, and implement plans of action that solve the problems.

The Contractor is responsible for developing its own internal operating plans as well as those required to accommodate and support both routine and non-routine operations such as unit deployments / redeployments; recovery, refit, and reconstitution operations; new equipment and / or unit fielding; etc.

Contractor plans shall include a desired outcome and lay out effective ways of achieving it. Plans communicate a vision, intent, and decisions, focusing on the results expected. The outcome of Contractor planning is processes that:

1. Foster mission completion by clearly conveying the Contractor's intent.
2. Assign tasks and purposes to subordinates.
3. Contain the minimum coordinating measures necessary to synchronize the operation.
4. Allocate or reallocate resources.
5. Direct preparation activities and establish times or conditions for execution.
6. Minimize and / or mitigate risk.
7. Retain maximum flexibility.

Contractor planning shall be continuous and flexible - focusing on an evolving framework of anticipated actions that maximize opportunities and guide subordinates through each phase of both routine and non-routine operations. The Contractor shall utilize planning horizons appropriate to the mission(s) in order to successfully shape future events. At a minimum, the Contractor shall accommodate the following planning horizons simultaneously - commitment planning (short-range), contingency planning (mid-range), and orientation planning (long-range).

The Contractor shall provide in process reviews (IPRs), staff studies, decision briefs, information papers / fact sheets, etc. to the COR / designated representative / DOL functional experts as required or requested.

C.1.11.2 CONTINGENCY PLAN

The Government must plan, in advance, how it meets mission requirements in the event of mobilization, natural disaster or labor disputes. The Government must react to such events without undue delay. Sudden or unusual events can result in a great impact upon the Contractor's performance and contract requirements. As an aid to properly plan for such events, the Contractor shall provide to the Contracting Officer or designated representative, NLT 15 workdays prior to

contract performance start date, a contingency plan for Government review outlining in detail the method or methods the Contractor intends to use in meeting contract requirements under the following circumstances:

1. Natural disasters (e.g. earthquakes, hurricanes, major incapacitating storms and floods).
2. Labor disputes and strikes.
3. Mobilization or sudden buildup of forces.
4. Acts of terrorism.

In the event of any of the above circumstances, the Contractor's plan must address procedures, personnel (to include deployment of contract personnel required for mission execution) number and the means of accomplishing all functions in the contract under mobilization and/or contingency conditions (CDRL). The Contractor should assume that its work force will not be supplemented by the Government.

The Government will review the contingency plan to the contractor for update / correction. The Contractor shall submit a corrected / updated plan to the Government for final review early enough to facilitate final approval by the Government within 5 days of contract performance start date.

C.1.11.3 PROCEDURAL DOCUMENTS

The Contractor shall provide the following plans to the Contracting Officer or designated representative NLT five days prior to contract performance start date unless otherwise noted.

C.1.11.3.1 CONTRACTOR'S MAINTENANCE PROGRAM PLAN

This plan describes how each of the Maintenance Program requirements of FAR Subpart 45.509 is accomplished. It is submitted separately from the Contractor's PCS Plan.

C.1.11.3.2 CONTRACTOR'S MANAGEMENT PLAN

This plan consists of the Contractor's standard management practices and procedures. The plan addresses, at a minimum, the Contractor's personnel, finance, contract administration, work control, and work performance areas. Specific internal or external SOPs or plans are provided as specified in paragraph C.XXXX. All external SOPs are delivered to the DOL COR within the first 15 days of the Phase-In period for approval. Seven days prior to the end of the Phase-In period, the Contractor shall email copies of the external SOPs to the users, and coordinates to ensure the SOPs are posted to the DOL website. Internal SOPs shall be delivered to the DOL staff NLT the 15th day of the Phase-In period. (See CDRL)

C.1.11.3.3 CONTRACTOR'S SECURITY PLAN

The Contractor shall develop and implement a Physical Security plan to protect GFF occupied by the Contractor. The plan shall describe how the Contractor prevents unauthorized access, vandalism, pilferage, larceny, sabotage, and arson. The plan also provides for internal safeguards for the security of GFP. The Contractor shall consider the following regulations when developing this plan:

1. ARs 190-11, Physical Security of Arms, Ammunition, and Explosives; 190-13, Security of Specific Army Property; 190-51, Security of Unclassified Army Property (Sensitive and Non-sensitive); 380-19, Information Systems Security (to include supporting 380-Series regulations)
2. DOD 5100.76, Physical Security Review Board and DOD 5220.22, DOD Industrial Security Program

The plan shall include any special security requirements specified in paragraph C.1.XX.

C.1.11.3.4 STANDARD OPERATING PROCEDURES

The Contractor shall develop SOPs for each management and functional area covered under this contract. Each functional area SOP is identified by the applicable PWS paragraph (C.5 through C.10). SOPs shall describe in detail procedures for each area and cover such items as control of quality, work assignments, approval authorities, workflow, functional relationships, and any other information needed to assure efficient and uniform performance.

C.1.11.3.5 PHASE-OUT PLAN

The Contractor shall develop and submit to the Contracting Officer or designated representative, during the fourth week of Phase-In, and annually thereafter, a Phase-Out Plan that ensures a smooth and orderly transfer of contract responsibility to a successor Contractor. The plan shall fully describe how the Contractor approaches such issues as inventories, data and information transfer and any other actions required to ensure continuity of operations. During the Phase-Out period, the Contractor shall allow a successor Contractor and its management personnel to observe the Contractor's performance methods for a period of six weeks prior to the commencement of work by the successor Contractor. The plan shall address retaining the required staffing, including key personnel necessary to complete the contract term, without impacting service through expiration of the contract.

C.1.11.4 UPDATE OF PLANS

The Contractor shall update all plans and procedural documents as changes occur. Updates shall be provided to the Contracting Officer or designated representative NLT three working days prior to the effective date of the change. Changes shall be distinguishable from unchanged portions of the plans and procedures.

C.1.12 OTHER REQUIREMENTS

C.1.12.1 FIRE PREVENTION

The Contractor shall comply with the Garrison Prevention Program IAW XXXX, Fire Prevention and Protection. The Contractor shall comply with the National Fire Protection Association (NFPA), A&I 1008C (Military Handbook), National Electrical Codes (NEC), and the Uniform Building Code (UBC) where applicable. The Contractor shall develop a Fire Prevention Plan that is submitted to the COR/designated representative and Installation Fire Marshal within five days of the Contract start date. (See CDRL)

C.1.12.2 EMERGENCY NOTIFICATION PROCEDURES

Contractor personnel witnessing a fire, accident, criminal act, or threatening act or condition shall notify the proper authority on the installations by dialing 911. The Contractor shall maintain a log recording the time of notification, the person notified, and the scope of the emergency. All emergencies are reported to 911. After the situation is under control, the Contractor shall notify both the DOL COR as well as the 25th ID (L) Staff Duty Officer.

C.1.12.3 OTHER CONTRACTS

The Contractor shall fully cooperate with the other Government Contractors and carefully adapts scheduling and performance of the work under this contract to accommodate them. Potential conflicts can occur as a result of these interfaces with other Contractors. The Contractor shall refer unresolved disputes with other Contractors to the Contracting Officer or designated representative within two hours from the time the dispute occurs. Additional direction will be provided by the Contracting Officer or designated representative as required.

C.1.12.4 DATA AND INFORMATION**C.1.12.1 PROGRAMMED REQUIREMENTS**

The Contractor shall furnish all recurring contract data and information as specified in the Contract Data Requirements Lists (CDRLs) contained subsequently in **Section C.XX** of this PWS.

C.1.12.4.2 UN-PROGRAMMED REQUIREMENTS

The Contractor shall provide management and technical information requested by the Government in the format specified within 24 hours of request unless tasked otherwise. Such information may not be specifically addressed as a CDRL item. Typical requirements are:

1. Technical evaluation of suggestions.
2. Group tours.
3. Input for staff studies.
4. Fact sheets.
5. One-time reports.
6. Listings.
7. Recommendations for amending, revising or originating Government regulations or policies within the scope of this contract.
8. QC data and records.
9. Input to the DOL Internet web site.
10. Input to Base Commercial Equipment Requirements.
11. Participate in the Management Controls Program.
12. Respond to Requests for Support from Customers (One-time, Inter/Intra-service Support Agreements (ISA)).
13. Provide information for Review and Analysis Briefings.
14. Participate and provide information for Power Projection Quality Management Board.
15. Provide input to Weekly Significant Activities Report.
16. Provide information for Readiness Review Board.

C.1.12.5 CONSERVATION OF RESOURCES

The Contractor shall establish and maintain a viable resource conservation program IAW AR 11-27, Army Energy Program for all Contractor-furnished and Government-furnished utilities, fuel, and other natural resources. The Contractor shall:

1. Plan energy conservation procedures.
2. Develop procedures for awareness training.
3. Coordinate purchase of Contractor-Furnished Equipment (CFE) that utilizes fuels or other utilities with the Contracting Officer or designated representative.
4. Meet or exceed DA and Installation goals for resource conservation.

C.1.12.6 RECYCLING

The Contractor shall separate and segregate aluminum, glass, scrap-metal, recyclable paper, plastics and cardboard boxes from all other trash. Recyclable material shall be placed into the Government-furnished recycling containers. The Contractor shall disassemble and flatten cardboard boxes and stores them in an area designated by the Government. The Contractor shall arrange for, through the Contracting Officer or designated representative, the weekly removal of aluminum and scrap metals, plastics, glass, recyclable paper and cardboard boxes to the appropriate Installation recycling center.

C.1.13 RADIO FREQUENCY COORDINATION

Radio frequency assignments and authorizations are controlled and furnished by the Government. The Contractor shall operate communications equipment IAW AR 25-1, The Army Information Resources Management Program; AR 105-24, Radio Frequency and Call Sign Assignment for U.S. Army Communications-Electronics Activities; DA Pam 25-30, Communications; ACP 121 US SUP-1(C), Communications Instructions, General (U); and ACP 131, Communications Instructions-Operating Signals.

C.1.14 MEDIA INFORMATION

The Public Affairs Office (PAO) is the only source for media release information. The nature of the Contractor's work is such that its personnel have informal information concerning incidents and accidents. The Contractor shall not provide any information relative to events or issues of the garrison or supported customers to the media, and shall refer all queries to the COR and PAO.

C.1.15 DEPLOYMENT AND MILITARY EXERCISES

C.1.15.1 CONTRACTOR PARTICIPATION

The Contractor shall be prepared to support all logistical power projection requirements for all military exercises, mobilizations, deployments and Alert Holding Area (AHA) missions. The Contractor shall continue, expand and/or surge operations in the event of a national emergency, natural disaster, severe weather, mobilization, deployment, power failure, automation system failure, or as directed by the COR / designated Government representative. The Contractor shall comply with all existing installation Contingency Plans that identify the procedures, personnel, and methods the Contractor uses to meet the contingency conditions in accordance with the terms of this contract. The Contractor shall provide sustained 24 hour logistical support whenever and wherever required in compliance with the 25th ID(L) & USARHAW Readiness SOP (RSOP), and 45th Corps Support Group (CSG) (F) Contingency Operations. This can include establishing and operating support activities off-island in addition to Pearl Harbor Port, Hickam AFB staging area, etc. as directed by the COR / designated Government representative.

The Contractor shall ensure all contractor personnel are familiar with the logistical requirements contained in the 25 ID(L) & USARHAW RSOP, especially the chapter on AHA operations. The Contractor shall provide personnel and equipment to set up, operate, and tear down the AHA. The Contractor shall run continuous AHA operations for 24 hours per day for several days and possibly weeks if mission requires. If 24 hours operations are required, the Contractor shall adjust normal duty hours and places of work for a sufficient number of contractor personnel to ensure that the AHA is manned for two twelve hour shifts.

The Contractor shall mobilize its contractor workforce and have the AHA fully operational within four (4) hours after final notification by the COR. Generally there are about 36-48 hours of advance planning for possible AHA operations before final notification is given for actual AHA operations. Historical information also shows it takes 32 qualified personnel working 8-12 hours per shift to run the AHA Control Center and three (3) AHA inspection lanes. The number of AHA personnel required and the actual hours of AHA operations are determined by mission

requirements and are forwarded to the Project Manager by the COR. Historical information further shows that 8-10 AHA missions are conducted each year with total hours expended by all contractor personnel involved in AHA operations not exceeding 1,800 per year.

The Contractor shall participate in and support deployment and military exercises as directed by the Government. TE C.xxxx contains a listing of typical deployments experienced by the 25th ID during a one-year period. The listing below does not include all of the non-divisional units. It is provided to demonstrate the intensity of the deployment support provided by DOL. Examples of such actions are:

1. Mobilization Exercises.
2. Deployment Exercises.
3. Actual Deployments.
4. Training Exercises.
5. Unit Activations and In-activations.
6. Additional requirements

In addition to supporting the above missions, the Contractor may be required to:

1. Participate in Government planning sessions.
2. Provide written input, to include individual exercise plans and programs, to the Contracting Officer or designated representative.
3. Review Government plans and provide suggestions for revisions.
4. Redirect internal priorities to support the exercise.
5. Assist and support USAG and Individual Mobilization Augmentees (IMA), and assimilate Individual Ready Reserves (IRR) augmentees into the workforce during mobilization as depicted in the MOBTDA.

C.1.16 AUTOMATED DATA PROCESSING (ADP)/AIS

The Government will not provide ADP software or hardware support for Contractor-furnished ADP equipment or AIS systems. The Contractor is responsible for determining all its internal ADP requirements, obtaining the necessary software and hardware, and implementing, operating and maintaining the system. However, Contractor software and hardware must be compatible with existing Government systems throughout the duration of the contract. All systems must be accredited and have current copy of virus protection software loaded prior to operation.

The Contractor shall input data into the Government provided AIS systems as required to perform the requirements of this PWS. The Contractor shall provide input to and/or operates a number of standard and non-standard, local unique, and proponent agency management information systems and associated administrative support AIS in support of requirements specified in **Sections C.5-CX of this PWS.**

The Contractor shall coordinate with the Government unless specifically or otherwise stated in this contract to ensure the latest available software versions are installed on Government-owned, Contractor-operated systems. When required, the Contractor shall install Government-furnished software and hardware upgrades. The Contractor shall provide recommendations to the Contracting Officer or designated representative on ways to improve or streamline data communications and mission effectiveness.

The Government will not repair Contractor systems and will not be responsible for the loss or theft of Contractor systems when physical security standards are not implemented. The Contractor does shall not administer or perform work on any Government-owned, non-contract related system.

The Contractor shall comply with valid copyright and licensing laws for hardware and software. Licensing documentation for the Contractor's software shall be available to prove beyond reasonable doubt that current and future systems are compliant. All Contractor systems will be reviewed by the appropriate Government Technical Inspectors before fielding, upgrade or replacement.

C.1.16.1 STANDARD AND NON-STANDARD SYSTEMS

Standard and non-standard systems currently supported and utilized are specified in TE C.XXXX. The Contractor and Contractor employees shall participate in the review of Standard and Non-standard systems for purposes of evaluating efficiency and effectiveness of those systems and to develop alternative processes where need is documented.

C.1.16.2 VARIANCE IN REPORT GENERATION

The Contractor shall submit requests for variances or deviations in report generation from standard and non-standard Army systems to the Contracting Officer or designated representative for review and approval.

C.1.16.3 TEMPORARY MANUAL OPERATION OF AIS

The Contractor shall temporarily reverts to manual mode when the required AIS is not available. Upon availability of the system or equipment, the Contractor shall immediately commence input of manually processed transactions. The Contractor shall complete input of manually processed transactions within the same number of hours the system was non mission capable (NMC) (e.g. if the system was NMC for eight hours, the Contractor shall commence input of manually processed transactions as soon as the system is available and shall complete input of manually processed transactions within eight hours).

C.1.16.4 INFORMATION SYSTEMS SECURITY

The Contractor shall comply with information systems security requirements IAW AR 380-19 and AR 380-67. The Contractor shall provide an AIS security program to the COR / designated representative prior to contract commencement. The program shall be submitted for approval by the COR, Installation ISSM and Installation ISSO prior to implementation. The Contractor's AIS security program shall include designation of sensitivity levels for positions in which users process Government information IAW AR 380-67 and Chapter 2-16, AR 380-19. The duties of these positions require the Contractor to establish a sensitivity level compliant with AR 380-67 and Chapter 2-16, AR 380-19; i.e., equal to Government standards. The Contractor shall ensure that any individual processing Government information has successfully completed a security investigation before that person is permitted access to AIS and placed in an ADP sensitive position. At a minimum, each of these individuals shall have a favorably completed national agency check with credit check (NACLC). The Contractor is required to maintain a position sensitivity level to be used for filling vacant positions.

The Government will assign a Designated Approving Authority (DAA). The Contractor shall appoint an Information Systems Security Manager (ISSM) to implement a security program IAW 380-19 and local regulations; and responds to the installation ISSM on the security posture of the activity. The Contractor ISSM shall ensure that all systems are accredited before operation and meet minimum security standards for operation IAW AR 380-19. Information Systems Security Officers (ISSO) shall be appointed for each system or contiguous group of systems processing Government information. The Contractor ISSO shall ensure that accreditation; oversight,

training, and inspection requirements are maintained for the contracting facility and meet the installation's security standards. Systems Administrators (SA) shall be appointed and functionally trained in the operating system they are responsible for. They ensure that their respective operating system meets Government security standards for certification and connectivity to the installation networked systems. The structure of the appointment letter shall comply with AR 380-19 (SUBMITTAL) and 380-67. The accreditation document shall conform to installation standards and identifies security personnel, serial numbers and locations of systems; and shall be updated with the installation ISSM as changes, modifications and deletions occur. In addition, the Contractor shall perform the following functions:

1. Ensure Systems Administers and users of Contractor-owned systems report all AIS security incidents within 10 minutes to their ISSM who then reports to the Installation ISSM within 10 minutes of report receipt.
2. Load and maintains a current Army-approved anti-virus program and have the current update installed.
3. Remove sensitive Government material from the system if the Contractor-owned system is removed from Government use.
4. Ensure Contractor systems are not used to process classified government information.

C.1.16.5 AIS ACCREDITATION

The Contractor shall verify that the Government's AIS accreditation packet is located within close proximity of the respective AIS. The Contractor shall post a memorandum by each AIS, identifying the ISSO, respective Terminal Area Security Officer (TASO) and Alternate, and authorized user(s) for that AIS.

C.1.16.6 ADP/AIS ADMINISTRATION

The Contractor shall appoint a representative for each functional area to serve as liaison for AIS systems administration and problem resolution. The Contractor shall submit appropriate appointment documents to the Contracting Officer or designated representative. The Contractor shall perform functional or systems administration for assigned systems as specified in the following paragraphs.

C.1.16.7 FUNCTIONAL ADMINISTRATION

The Contractor shall perform the following functional administration tasks for assigned systems.

1. Serve as Functional Administrator for the system.
2. Is the central POC for system users/customers.
3. Correspond with the functional proponent agency on functional problems and questions.
4. Operate the system to include, but not limited to: system start-up and shut-down, system security, system backups and archives, preventive maintenance, peripheral hardware configuration, close-outs, transactions-in, transactions-out, end-of-day processing, generate routine and as-required reports.
5. Trouble-shoot and corrects system problems, provides functional assistance to the users/customers and training if needed, and maintains stock of expendable supplies required for the system.
6. Perform analysis of computer output to ensure processing accuracy and user satisfaction.
7. Perform file maintenance as required, including but not limited to, file uploads and downloads, table and catalog updates, database purges, and data entry.

8. Support the installation and operation of any new automated system provided by the Contracting Officer or designated representative.
9. Contact the SA and COR within one half hour of system failure.
10. Process transactions that interface with other automated systems

C.1.16.8 SYSTEMS ADMINISTRATION

The Contractor shall perform the following systems administration tasks for assigned systems:

1. Serve as SA for the system and central POC for systems users and the functional proponent.
2. Appoint a TASO IAW AR 380-19 (CDRL).
3. Serve as the ISSO IAW AR 380-19.
4. Support the installation and operation of any new automated system provided by the Contracting Officer or designated representative.
5. Assist the Functional Administrator in trouble-shooting and correcting system failures.
6. Generate and controls system passwords, profiles and privileges.
7. Coordinate system upgrades and fieldings with the project management office and the Contracting Officer or designated representative.
8. Install system change packages in coordination with functional proponent agency.
9. Verify that the system hardware and software are on a maintenance contract in coordination with the Contracting Officer or designated representative.
10. Contact the Contracting Officer or designated representative within one half hour of system failure.

The Contractor shall comply with valid copyright and licensing laws for hardware and software, and makes licensing documentation available to the COR / designated representative when requested.

All Contractor systems shall be accredited by the appropriate Government Technical Inspectors before fielding, upgrade or replacement.

C.1.17 MAIL AND PUBLICATIONS

C.1.17.1 FORMS AND PUBLICATIONS

The contractor shall:

1. Obtain, stock and issue commercial publications/forms and other publications/forms not provided through Government issuing centers.
2. Prepare requests for printing of correspondence, documents, pamphlets or other administrative documents and submits them to the Defense Printing Service within 1 workday of request. Upon approval, picks-up and delivers the items to the requesting DOL activity within 3 workdays of availability.
3. Operate and maintain a publication library or libraries consisting of those publications listed in Section C.xx of this PWS. The Contractor may decentralize those publications required for technical performance. Updates and changes to publications in the library or libraries are posted within seven (7) calendar days of receipt.

4. Allow military and DA Civilian employees access to the Contractor operated libraries for the purpose of technical research.

C.1.17.2 OFFICIAL MAIL AND DISTRIBUTION

The Contractor shall provide distribution of official mail for the Contractor operated functional activities to include Government residual staff mail distribution. The Contractor shall:

1. Pick-up all incoming official mail and other distribution from the DOL distribution system and other designated mail distribution points each workday morning.
2. Gather, bundle, and delivers outgoing official mail to the DOL distribution point(s) or other Oahu locations as directed by the Contracting Officer or designated representative. Deliveries are made not less than once every workday morning.
3. Use official mail only for business directly related to execution of the contract. Executes supervisory screening of all of outgoing mail to preclude using official mail for non-contract related personal uses or the Contractor's corporate business.

C.1.18 ON-THE-JOB TRAINING

The Contractor shall provide on-the-job training (OJT) for Military personnel annually and as directed. This OJT training requirement will be limited to skills associated with the Contractor's performance of this contract (TE C.XXXX)

C.2 DEFINITIONS & ACRONYMS

C.3 GOVERNMENT-FURNISHED PROPERTY and SERVICES

The Government makes available the following property and services to the Contractor.

C.3.1 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP consists of Government equipment, vehicles, facilities, supplies, and materials placed in the Contractor's custody. The Contractor shall properly account for GFP IAW AR 710-2 and AR 735-5. The Contractor shall not use GFP or services for any other purpose than those described in this contract. The Contractor shall not remove GFP from the installation or other supported areas without review and written approval from the COR. The Contractor shall maintain updated documentation for all GFP using a Request for Issue or Turn-in, DA Form 3161. The Contractor shall be accountable for all GFP.

C.3.1.1 ACCOUNTABILITY OF ALL GOVERNMENT-FURNISHED PROPERTY

Subject to the terms of this contract, the Contractor shall be liable when shortages of GFP are disclosed; when GFP is lost, stolen, damaged, or destroyed; or when there is evidence of unreasonable use or consumption of Government property. The Contractor shall properly initiate a DD Form 200, Financial Liability Investigation of Property Loss (FLIPL), within 10 days of the recognized need for all lost, stolen, damaged, or destroyed GFP IAW AR 735-5, Policies and Procedures for Property Accountability. The Contractor also shall submit an interim written report containing causative research and an explanation for the loss, damage, or destruction of GFP to the COR and GPA within 5 workdays of the discovery.

C3.1.1.1 INVENTORY LOSS AND COMPLETION OF CAUSATIVE RESEARCH

The Contractor has 45 days from notification of inventory loss to complete causative research. The Government will process the Financial Liability Investigation (DD Form 200) for all lost, stolen, damaged, or destroyed GFP IAW AR 735-5, Policies and Procedures for Property Accountability. The Government Property Administrator will conduct an investigation, determines responsibility, and makes final disposition. The Contractor shall cooperate fully in any FLI investigation. If a FLI item is not found during the 45-day period, and the Contractor is found responsible for the incident, the Contractor shall sign the FLI and reimburses the Government based on the life cycle cost analysis of the item

C.3.1.2 INVENTORY OF GOVERNMENT-FURNISHED PROPERTY

The Contractor, COR, and IPBO will conduct a joint inventory and inspection of all GFP during phase-in and phase-out as specified in Sections **C.1.xxx** and **C.xxx**. A final inventory and evaluation shall be completed prior to the final payment under the contract. The Contractor shall reimburse the Government, based on the life cycle cost, for any GFP missing during the inventory. The Government will retain title to such replacement of GFP. The Contractor shall repair or reimburse the Government for damages beyond fair wear and tear, in an amount to cover the cost of repairs.

C.3.1.3 REFUSAL OF GOVERNMENT-FURNISHED PROPERTY

The Contractor shall provide a final list to the COR, within 10 workdays after contract start date, of all Government property not desired for use by the Contractor. All equipment and material not accepted by the Contractor shall be returned to the Government within 1 week of list submission. Refusal to accept some or all of the GFP offered by the Government does not relieve the Contractor from contract performance, but does relieve the Government of an obligation to provide the same or similar GFP at a future date.

C.3.1.4 MAINTAINING GOVERNMENT-FURNISHED PROPERTY

The Contractor shall notify the COR and GPA within 24 hours of recognition when GFP is unserviceable, uneconomically repairable or excess. The COR or designated Government representative conducts a technical inspection on the equipment and advises the Contractor whether to prepare a DA Form 3161 for equipment turn-in or disposal. COR / designated government representative classified unserviceable, uneconomically repairable or excess GFP is disposed of IAW COR / designated government representative instructions within 30 days. The Contractor shall replace all approved equipment using the approved DA Form 3161 through the SARSS or other approved Government supply systems.

C.3.1.5 GOVERNMENT-FURNISHED EQUIPMENT

The Government is offering the property identified in **TE C.3-1**.

C.3.1.6 GOVERNMENT-FURNISHED AUTOMATED INFORMATION SYSTEMS

The Government will appoint a Systems Administrator (SA) to provide maintenance to all Government-furnished AIS hardware and software. The Government will provide all software upgrades to existing AIS at no cost to the Contractor. The Contractor shall notify the SA/COR of all equipment and software failures within 15 minutes of the failure. The Government will provide all future software and equipment enhancements and training at no cost to the Contractor. (Reference **C.xxx**)

C.3.1.7 GOVERNMENT-FURNISHED VEHICLES

The Government will offering Directorate of Logistics (DOL) vehicles leased from the General Services Administration (GSA) to the Contractor for use in performing the requirements of this contract. The vehicles offered are identified in Section **TE C.xxx**.

C.3.1.7.1 TRAFFIC ACCIDENTS

The Contractor shall provide the COR with a verbal report within 4 hours and a completed typed SF 91 within 3 workdays of each traffic accident occurrence with a Government-owned vehicle. The Contractor shall be responsible for all tickets, fees, and other costs associated with traffic violations or accidents that are incurred by the Contractor while performing work under this contract.

C.3.1.8 GOVERNMENT-FURNISHED FACILITIES (GFF)

The Government will make available the Contractor all facilities, including real property heating, air conditioning etc., installed equipment listed in **TE C.3-3**. The Contractor shall return the facilities to the Government in the same condition as received minus any normal fair wear and tear. The Government facilities are identified in **TE C.3-3**.

C.3.1.8.1 AUTHORIZED GOVERNMENT PERSONNEL ACCESS

The Contractor shall allow authorized Government personnel access to all GFF in the possession of the Contractor. The COR shall provide authorization to individuals who will have access to GFF used by the Contractor. The authorized Government personnel may perform scheduled and unscheduled visits during normal working hours.

C.3.1.8.2 FACILITIES MAINTENANCE AND REPAIR

The Government will repair and maintains Government owned facilities. The Contractor shall coordinate directly with DPW for emergency repairs by notifying the DPW Emergency Work Order Section within 30 minutes of the recognized emergency requirement. The Contractor shall submit DA Form 4283, Facilities Engineering Work Request to the COR for all routine repairs within 48 hours of the recognized requirement.

C.3.1.8.3 OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA) DEFICIENCIES

There are no OSHA facility deficiencies open through FY05.

C.3.1.9 GOVERNMENT-FURNISHED SUPPLIES AND MATERIALS

The Government will turn over existing Government owned administrative supplies, material, and repair parts to the Contractor for use in the performance of this contract on the start date of this contract.

C.3.1.9.1 EQUIPMENT REPAIR PARTS AND SHOP MATERIALS

The Government will furnish all repair parts and materials for performance of this contract by granting the Contractor access to the various Government AIS Army supply systems. The Contractor shall use the installation Standard Army Retail Supply System (SARSS) and other Government approved systems or procedures to obtain all necessary repair parts and materials. The Contractor shall requisition required repair parts and materials within the timeframe necessary to meet mission requirements priorities. The Government may waive the mandatory utilization of the retail supply system when the Contractor demonstrates that utilization of the system significantly impacts on supply delivery schedules or performance.

C.3.2 GOVERNMENT-FURNISHED SERVICES

The Government will furnish Local Area Network (LAN) support to properly cleared personnel with “need to know” access; telephone service; custodial services; refuse collection; utilities; distribution services; insect and rodent control; fire and police protection; and parking as specified below.

C.3.2.1 LOCAL AREA NETWORK

The Government will provide properly cleared Contractor personnel who have a “need to know,” with limited access to the existing USAG-HI LAN (e.g. electronic mail and the internet), only to the extent needed to provide an electronic capability for communication and correspondence of official business related to the specific services identified in this contract. The Contractor shall comply with the Directorate of Information Management (DOIM) policies and procedures for connection to any DOD network. The Government will issue passwords IAW AR 380-19, Information Systems Security and AR 25-1, Army Information Resource Management Program. In addition, the Contractor shall make all changes required to comply with Army Computer Emergency Response Team (ACERT) directed requirements necessary to protect information that is a part of or is carried by DOD systems.

C.3.2.2 TELEPHONE SERVICE

The Government will provide telephone services and telephone instruments. Telephone services shall be used for official correspondence and communications. The Government will pay for all toll, Defense Switching Network (DSN) and long distance charges (excluding Contractor corporate business related calls) that are incurred in performing the requirements of this contract. All calls necessary to perform the requirements of this contract shall be made by the Contractor on a usage sensitive basis using least cost telephone services (e.g. DSN, FTS2000, commercial, based on the time of day a call is made, the location called, etc.). The Contractor will receive a monthly telephone bill identifying all calls made from Contractor occupied facilities. The Contractor shall maintain telephone logs for all tolls and long distance calls. The Contractor shall pay for all long distance calls determined by the COR not to be official business. The Contractor shall submit requests for new/expanded telephone service to the COR for review and

approval. The Government will not be accountable for any additional costs associated with the increase in the numbers of telephones or expanded services beyond which was initially provided by the Government.

C.3.2.3 CUSTODIAL SERVICES

The Government will provide custodial services for GFF IAW Section **TE C.3-4**. The Contractor shall be responsible for providing any additional services.

C.3.2.4 REFUSE COLLECTION

The Government will provide refuse collection from existing outside dumpsters, excluding bulk pick up. The Contractor shall submit requests for additional support to the COR. The COR will approve/disapprove the request and notify the Contractor. The Contractor shall comply with all state and municipal ordinances regarding solid waste including, but not limited to the recycling of food waste. The Contractor shall not improperly dispose of waste.

C.3.2.5 UTILITIES

The Government will provide existing utilities: water, sewage, and electricity. The Contractor shall comply with the conservation policies and procedures in AR 11-27, Army Energy Program. The Contractor shall be subject to no-notice inspections to determine compliance. The Contractor shall submit an Energy Conservation Checklist, APZV Form 102, monthly to the COR. **(CDRL)**

C.3.2.6 INSECT AND RODENT CONTROL

The Government will provide insect and rodent control services for GFF. The Contractor shall submit DA Form 4283 through the COR within 48 hours of the recognized need to request insect or rodent control service.

C.3.2.7 FIRE PROTECTION

The Government will provide annual fire protection services for SB, Fort Shafter (FS) and PTA. The Contractor shall conduct a monthly inspection of Government furnished fire prevention equipment installed in the GFF and maintains documentation of the condition and status of the fire fighting equipment. The Contractor shall perform fire extinguisher inspections and re-charges or replaces them as necessary. The Contractor shall maintain current records and documentation on file for review by the fire protection services/COR upon request.

C3.2.8 POLICE PROTECTION

The Government will provide security and police protection services from the Fort Shafter and Schofield Barracks Provost Marshal's Office. The Government is not responsible for providing additional security above the existing levels.

C.3.2.9 PARKING

The Government will furnish existing parking spaces for Contractor's employees. Contractor personnel shall not park in any reserved or restricted parking spaces except as provided in writing by the COR.

C.3.2.10 INSTALLATION DISTRIBUTION

The Contractor shall utilize the USAG-HI Distribution/Courier Center at no cost for official correspondence. The Contractor is responsible for mail distribution for incoming and outgoing mail for all Contractor facilities to include distribution mail located at the DOL Headquarters Bldg, 2nd floor.

C.3.3 GOVERNMENT FURNISHED FORMS, PUBLICATIONS, AND MANUALS

The Government will provide access to all forms, publications, and manuals in support of this contract as identified in Section CXX

C.3.3.1 FORMS

The Government will provides all Government forms listed in Section C.x of this PWS to the Contractor. A 30-day supply of forms will be provided to the Contractor on contract performance start date. The Contractor shall submit requests for forms to the Government's Publication activity.

C.3.3.2 PUBLICATIONS

The Government will provide the Contractor access to all on-hand publications listed in this PWS prior to contract award. The Government's Publication Branch will provide the Contractor all updates to applicable regulations throughout this contract. The Contractor shall maintain current copies of all applicable regulations. The Contractor shall return to the Government all regulations and publications in a current and updated condition at the end of this contract performance period. The Contractor shall submit requests for publications to the Government's Publication activity.

C.3.3.3 MANUALS

The Government will provide all equipment operating and maintenance manuals presently on-hand and available to the Contractor on the start date of this contract. The Contractor and the COR will conduct a joint inventory of the equipment operating and maintenance manuals prior to start of contract. The Contractor shall submit requests for manuals to the Government's Publication activity.

C.4 CONTRACTOR-FURNISHED PROPERTY (CFP) AND SERVICES

The Contractor shall furnish all equipment, vehicles, facilities, administrative supplies, and materials not provided in Section C.3, Government-Furnished Property and Services. The Contractor shall provide all equipment, material, and administrative supplies required to perform the requirements of this contract, which the Contractor declined under CXXX, but are necessary to perform the requirements of this contract. The Contractor shall ensure all CFP is compatible with existing Government systems. The Contractor shall not order or obtain any equipment, materials or vehicles not proposed in the initial offer without approval of the Government.

C.4.1 CONTRACTOR-FURNISHED EQUIPMENT (CFE)

The condition of the CFE does not relieve the Contractor of any responsibility to provide services as required in this contract. The Contractor shall clearly and permanently mark with the Contractor's name or logo all CFE for which the Contractor has acquired title.

C.4.1.1 PERSONAL PROTECTIVE EQUIPMENT

The Contractor shall provide all personal protective clothing and equipment for Contractor employees as required by OSHA and 29 CFR 1910.

C.4.1.2 EQUIPMENT MAINTENANCE AND REPAIR

The Contractor shall maintain and repair all CFE in a safe and serviceable condition suitable for its intended use. The Contractor shall verify and certify that all CFE used in the performance of this contract for lifting purposes is load tested semiannually / annually IAW TB 43-0142, Safety Inspection and Testing of Lifting Devices.

C.4.1.3 UNSERVICEABLE EQUIPMENT

The Contractor shall remove all CFE that is inoperable, unserviceable or which fails to meet Federal, State, or local safety requirements, from the Garrison within 7 workdays after failure.

C.4.2 CONTRACTOR-FURNISHED VEHICLES

The Contractor shall furnish all vehicles required to perform the requirements of this contract that the Contractor declined IAW CXXX. The Contractor shall clearly mark all Contractor-Furnished Vehicles with the Contractor's name, local telephone number and the vehicle identification number on both sides of the vehicles. The Contractor shall be responsible for complying with applicable state registration, safety and local emission requirements at Contractor expense.

C.4.3 CONTRACTOR-FURNISHED FACILITIES

The Contractor shall not place, construct, or otherwise provide additional facilities on any Government installation without prior written approval by the COR.

C.4.4 CONTRACTOR-FURNISHED SUPPLIES AND MATERIALS

The Contractor shall furnish all administrative/miscellaneous supplies and materials furnished by the Government (as specified in Section C.3, Government-Furnished Property and Services) but declined IAW C.XXX, which are required for performance of work under this contract. All supplies and materials shall be new or like new. Determination of quality is based on manufacturers' published specifications for the specific item.

C.4.4.1 MAINTENANCE PARTS

The Contractor shall request maintenance repair parts through the Government furnished AIS systems or other approved Government supply systems, or through the Contractor's

recommended system if approved by the COR / designated representative. Supplies and materials provided by the Contractor shall be of equal value or better quality than those being replaced by maintenance, repair, or servicing action. All maintenance parts shall meet applicable codes or manufacturer's specification.

C.4.4.2 ADMINISTRATIVE SUPPLIES

The Contractor shall provide expendable office supplies and materials required to perform services under this contract. The Government provides all on-hand balances of expendable stocks as identified in Section C.XX.

C.4.5 CONTRACTOR-FURNISHED SERVICES

The Contractor shall perform the following general services.

C.4.5.1 HOUSEKEEPING SERVICES

The Contractor shall keep areas provided to the Contractor in a neat, presentable condition throughout the period of this contract. The Contractor shall perform general housekeeping, clean-up yards, compounds, parking areas, and ancillary work areas in Contractor occupied areas of GFF except for those services specified in Section C.3.2, Government-Furnished services. The Contractor shall perform grass cutting, edging, and tree and shrub maintenance within all fenced-in areas surrounding the Government-furnished facilities. The Contractor shall perform housekeeping / clean-up operations in and around all GFF at least weekly or more often as required.

C.4.6 REMOVAL OF CONTRACTOR PROPERTY

The Contractor shall remove all Contractor-owned vehicles, equipment, tools, supplies, materials and other items from the installation not previously negotiated with the succeeding Contractor or approved by the COR within 20 workdays after completion or termination of this contract. The Government will not be responsible for any Contractor-owned property left after contract completion or termination.